Helping Organizations Make Smart IT Decisions

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SOFTWARE PRODUCTIVITY CONSORTIUM

State Information Technology Consortium

Topics

- **Missions of SPC and SITC**

- **Lessons Learned for Managing Change**

  – **Corporate**

  – **Government**

- **Summary**

Software Productivity Consortium

The Consortium is the preeminent provider of reduced-to-practice technology for the development of systems and software, and the essential vehicle for members to adopt, implement, and improve their processes, methods, and technologies for developing software-intensive systems.

Formed in 1986 as a result of the 1984 National Cooperative Research Act

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Consortium Membership

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Service Members: Boeing, Compuware, Medtronic, Orbital Sciences, and Smith Industries

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Full: 29 - - Service: 5

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State Information Technology Consortium (SITC)
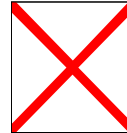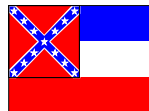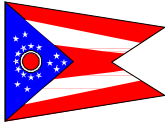
Mission

- Reduce information technology (IT) risks facing state governments
- Advance state IT management and adoption of best practices
- Promote technology integration across state agencies and borders

"Personalized Solutions from Collective Technologies"

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Lesson Learned for Managing Change

✓ **The most predictable aspect of the technology environment is that it is truly unpredictable and is always in a state of change**
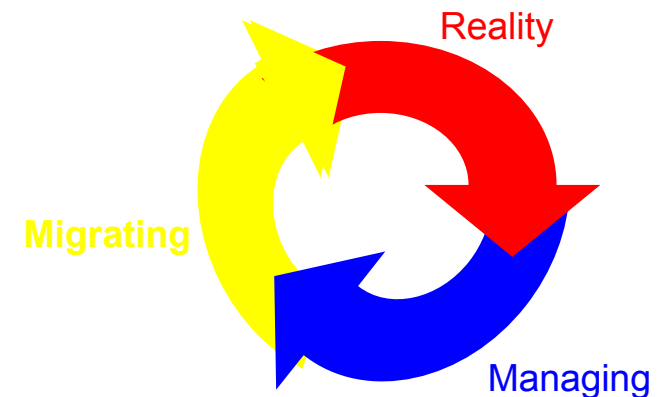
- **The reality of the concept of change**

- **Managing the response to change**

- **Migrating in response to change**

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The Reality of the Concept of Change

Change manifests itself in distinct groupings

- **Corporate**
  - **New business endeavors/mergers**
  - **New product lines**
  - **New emphasis on quality: Six Sigma**

- **Government**
  - **Policy shifts: "block grants"**
  - **New legislative mandates: "HIPAA"**
  - **New initiatives: "e-Government"**

Reality

Migrating

Managing

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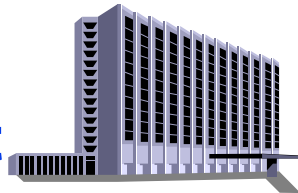State Information Technology Consortium

Managing the Response to Change

Managing the inevitability and reality of change directly impacts success
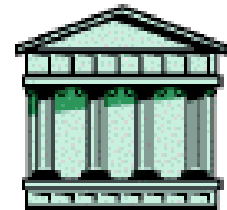
- **Corporate**
  - Time to market
  - Satisfy shareholders and profit objectives

- **Government**
  - Time to market
  - Satisfy citizens and avoid sanctions

Technology can enable organizations to anticipate, embrace and manage change

- **Evolutionary Spiral Process for Project Management – successfully deployed for industry and government to manage change**
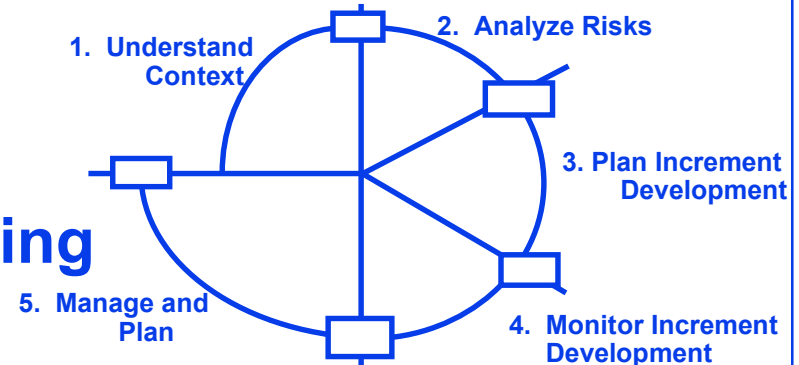
Managing the Process

✓ **The major IT challenge involves managing the process rather than the technology**

- **Causes of process failures arise from lack of**

  – **IT management experience**

  – **Management experience in dealing with large, complex IT systems**

  – **User/customer participation in the project**
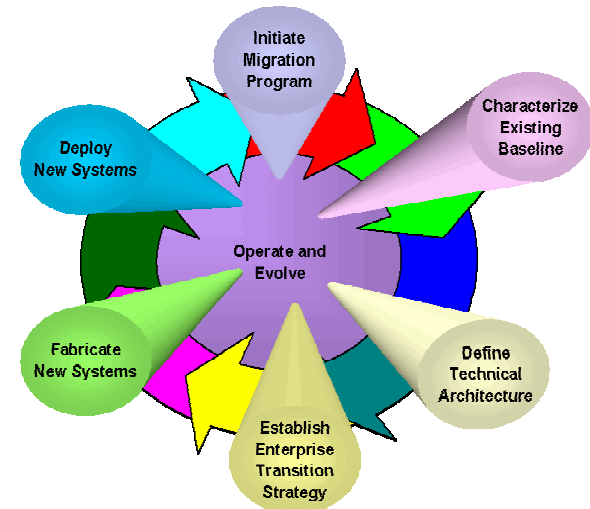
1. Understand Context

2. Analyze Risks

3. Plan Increment Development

4. Monitor Increment Development

5. Manage and Plan

✓ **Align the technology of the organization with its business and policy needs**

Migrating in Response to Change

✓ **Migration is a reflection of the constant presence of change, and process is a driving factor in deploying successfully migrated systems**

- **The "Process Framework"**
  - **Enterprise focus**
  - **Open-system, standards-based**
  - **Component-based**
  - **Planning for change**
  - **Architecture-influence decisions**

Initiate Migration Program

Characterize Existing Baseline

Deploy New Systems

Operate and Evolve

Define Technical Architecture

Fabricate New Systems

Establish Enterprise Transition Strategy

✓ **Adoption of "standard frameworks" as part of the enterprise process enables successful migrations**

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Summary

- **The ability to respond to change and the mechanisms utilized to mitigate the impact of change determine the successful technology support organization**

- **Technologies developed to support leading industry organizations are highly adaptable to state IT organizations**

- **Process and management are key drivers in the successful deployment of IT projects**

- **Consortium models work in private and public organizations to successfully leverage IT change management experiences**

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